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**Profile:-**

- ❖ **Officer service and sales:** with more than 15 years of practical work and experience in operation officer, Self-starter, skilled learner and effective communicator, with ability to keep secret the company affairs with having moral characteristics like sincerity and honesty to work and my superiors. Adaptive, determined, self-motivated by nature, who is willing to contribute to a highly professional work environment.

## **Work EXPERIENCE;**

Position **Officer service and sales**

1. **Dubai Islamic Bank, [www.DIB.ae](http://www.DIB.ae)** June 2007 Till March 2020

Position : **teller**

Period : From **June 2007 to 2013**

### **Duties:**

- Opening new customers Bank Accounts i.e. "Current, Saving, FD. and Minors Account... etc.
- Opening new commercial bank Accounts i.e. "Companies, Establishments, and Heirs... etc.
- Offering all the services for customers i.e. ATM Card, Visa Card, Cheque Book, SMS Service and Internet Service.... etc.
- Updating customers' information in the bank system.
- Satisfying all customers' inquiries and meet their requirements.
- ATM & Cheque book custodian.
- Daily reconciliation for ATM and cheque Book.
- Checking and auditing the daily journal.
- Issuing certificates for customer i.e. No Liabilities Certificate, Liability Certificate after making necessary checking and all other correspondences.
  
- Closing and activating dormant accounts.
- Salary in advance
- Change signature.
- Stop cheque.
- Handling customer issues and complaints in an efficient and friendly manner.
- Ensuring that all security items (debit & credit cards, pin's, and cheque books) are recorded in register, maintained, balanced, destroyed and delivered.
- Handling foreign exchange section drafts, Swift.

- Internal and external standing orders (inside or outside UAE as well as AED or foreign currencies)
- Transfer fund from bank to another bank (inside or outside UAE as well as AED or foreign currencies)
- Issuing and cancelling manager cheque and demand draft.

## 2. **Internation Bank for Trade & Finance (Damascus)**

Period : From **Sept. 2005 up to March 2007.**

Position : Head Teller/Teller

### **Duties:** :

- Opening daily custody and distributed to employees.
- Responsible for a cash drawer and all of the functions that pertain to it. have to balance cash drawers and do cash audits
- Monitoring employees' daily transactions.
- Approved transaction which is more than authorized limit.
- Coordinate with Central Bank to provide us with branch required limit.

### **Courses Attended & Other Qualifications:-**

Fundamentals of Islamic Banking	Principles of Islamic Finance
Principles of Islamic Finance	English Language
Customer Service Excellence	Computer Applications
Product Knowledge	Health and Fire Safety
	Compliance Foundation Course

### **Computer Skills :**

- Operating Systems: Windows 2000, MS Office.
- Software Packages: MS. Office (Word, Excel, Power Point, Outlook) & Internet applications.

### **Educational Qualifications:**

- Bachelor Degree in Accounting – Damascus University 2003.

### **Awards Certificates:-**

- (HONOR CERTIFICATE) - Service Excellence Award, 03/06/2018, (DIB).
- (HONOR CERTIFICATE) - Service Excellence Award, 12/09/2016, (DIB).
- (HONOR CERTIFICATE) - Service Excellence Award, 30/04/2010, (DIB).

### **Strength:-**

- A team player and ability to work independently.
- Good judgment, initiative, and ability to set priorities and to organize work.
- Trustworthy, reliable, and understand deadlines with attention to details.